

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 385

Washington State Library

Mission

As the corporate library for Washington State Government, we deliver information services to the legislature and state government entities as they develop and carry out public policy; and, as a leader in information policy, we partner with libraries and other entities to provide ready and equitable public access to information.

Goal We are committed to making it easy for customers of libraries to access information, no matter where they may be in the state

Performance Measure Number of state government/legislative employees who registered for State Library services

* Statistics obtained from Innovative system

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	425	425	425	425	425	425	425	425
Actual	353	459	696	553	453	354	686	387
Date Measured	11/2/1999			11/15/2000	11/15/2000	2/6/2001	3/31/2001	

Quarter 3 Comment This quarter was high due to cards issued to new legislative staff

Performance Measure Number of library sites with increased Internet access as a result of funding administered by WSL

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	121			121	200			
Actual	120				173			
Date Measured	11/3/1999				11/14/2000			

Quarter 4 Comment This estimate is here in error. The performance measure is an annual measure, measured in the 1st and 5th quarters.

Quarter 5 Comment Grant awards to be let in December 2000 will add an estimated 8 additional sites for a new total of 181.

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Performance Measure Number of times the library catalog, databases, or other electronic resources are accessed electronically

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	375,000	375,000	375,000	375,000	450,000	450,000	450,000	450,000
Actual	341,717	384,614	413,231	761,035	1,149,673	869,605		1239466
Date Measured	11/2/1999			11/15/2000	11/15/2000	2/6/2001		

Quarter 2 Comment WSL is still unable to obtain data on the number of times our ProQuest database was accessed. Since ProQuest is probably the most heavily used database, this skews the data downward.

Quarter 3 Comment WSL continues to be unable to obtain "hit" data from ProQuest, our largest on-line database. Therefore, these statistics continue to be substantially lower than the true hit rate. WSL will look at some other measure for next biennium.

Quarter 4 Comment ProQuest database numbers included in this total reflects "total number of documents viewed"

Quarter 5 Comment ProQuest database figures included in this total reflect "total number of documents viewed"

Goal We are committed to making it easy for customers of WSL to get the information they need, in the time and format in which they need it

Performance Measure Percentage of state government customers who report satisfaction with the overall services received from the library.

* Data gathered through biennial customer survey of state gov't library card holders.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			90%					
Actual								
Date Measured								

Quarter 3 Comment Survey results are just coming in now, and will not be tabulated and analyzed until the fourth quarter.

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Performance Measure Percent of subject areas where WSL meets its collection development goals

* Obtain data from Conspectus analysis or using other similar instrument

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				1				3
Actual				NA				
Date Measured								

Quarter 4 Comment

This is no longer a valid measure for WSL and has been modified for the 01-03 biennium. WSL's must take a fresh look at how it spends its limited collection dollars. The traditional library model has been to "collect" enough materials "just in case" a customer requested it. The sheer volume of information available, limited space to store and house a collection, limited funding and steadily decreasing purchasing power (due to the 7-9% annual inflation of library materials) all indicate that WSL cannot attempt to purchase and physically house even most of what our customers might request. As an alternative, WSL is migrating to a "just in time" model. Under this model, WSL will increasingly rely on and utilize just-in-time purchasing, electronic document delivery services, resource sharing/interlibrary borrowing, and partnerships for joint licensing of electronic information products, and other strategies. The new measure will be "Percentage of information requests by state government customers which were able to be met within the requested timeframe." WSL does not need to own everything, but rather must be able to provide timely access to materials requested.

Performance Measure Percentage of public, academic and special libraries in Washington state that report overall satisfaction with services received from the Washington State Library

* Data obtained through biennial library customer survey. FY98 and FY00 surveys surveyed somewhat different sample populations.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate			65%				65%	
Actual			92%					
Date Measured								

Quarter 3 Comment

Based on biennial survey in spring 2000 with 225 responses from the library community. In analyzing the results, and comparing to the 1997 survey, WSL believes that the satisfaction rate in 1997 was calculated incorrectly and was higher than the baseline suggests. However, the two surveys were not identical in methodology or sample selection, preventing an exact comparison. Nevertheless, WSL is pleased with the high rate of satisfaction which is supported by anecdotal evidence that WSL has improved its reputation and the quality of leadership provided within Washington's library community.

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Performance Measure Number of talking books and other materials in alternative formats circulated to customers

* Data submitted to us by WTBBL

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	87,500	87,500	87,500	87,500	87,500	87,500	87,500	87,500
Actual	138,230	122,350	126,425	124,748	129,056	124,737	125,400	126459
Date Measured					11/14/2000	1/5/2001	3/31/2001	